

ISDH HSP Medical Transportation Service Standard

HRSA Service Definition:

Medical Transportation is the provision of nonemergency transportation services that enables an eligible client to access or be retained in core medical and support services.

Program Guidance:

Medical transportation may be provided through:

- Contracts with providers of transportation services
- Mileage reimbursement (through a non-cash system) that enables clients to travel to needed medical or other support services, but should not in any case exceed the established rates for Federal Programs (Federal Joint Travel Regulations provide further guidance on this subject)
- Purchase or lease of organizational vehicles for client transportation programs, provided the recipient receives prior approval for the purchase of a vehicle
- Organization and use of volunteer drivers (through programs with insurance and other liability issues specifically addressed).
- Voucher or token systems
- Unallowable costs include:
 - Direct cash payments or cash reimbursements to clients
 - Direct maintenance expenses (tires, repairs, etc.) of a privately-owned vehicle
 - Any other costs associated with a privately-owned vehicle such as lease, loan payments, insurance, license, or registration fees

Key Services Components and Activities:

Funding for **Medical Transportation Services** enables an eligible individual to access HIV-related health and support services, including services needed to maintain the client in HIV medical care, through either direct transportation services or vouchers or tokens. Key services components and activities are noted in the Service Standards below.

HSP Service Standards:

Standard	Documentation
1. Personnel Qualifications/Licensure	
<ol style="list-style-type: none">1. Directly funded drivers must possess a valid driver's license, liability insurance (in accordance with state law), and safe driving records2. Contracted providers/companies must assure appropriate licensure, insurance and safe driving records	<ol style="list-style-type: none">1. Directly funded drivers: Documentation is present in personnel records2. Contracted providers: Contracts must specify obligation to assure licensure, insurance status and safe driving records of drivers
2. Eligibility Criteria	
<ol style="list-style-type: none">1. Subrecipients must assess eligibility for the provision of medical transportation services that includes, at minimum:<ul style="list-style-type: none">• Eligibility verification consistent with recipient requirements2. Subrecipients must determine whether the client has other means of funded transportation (i.e., Medicaid) prior to accessing funded medical transportation services	<ol style="list-style-type: none">1. Non-medical case managers must maintain up to date eligibility records for clients according to agency protocol and in any data system required by ISDH.2. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program.

<ul style="list-style-type: none"> • Sub-recipient must make appropriate referrals to other transportation resources as indicated 	<ul style="list-style-type: none"> • Acceptable documentation includes a current eligibility approval letter dated within 6 months of service provision. These letters may be accessed from the client's Non-medical case management, and includes effective and end dates of eligibility and those services for which the client may enroll. <p>3. Documentation must be made available for review by ISDH upon request</p>
3. Service Delivery	
<ol style="list-style-type: none"> 1. Subrecipient must assess client's transportation needs to ensure appropriate mode of transportation (i.e., wheelchair access, public transportation, cab, etc.) 2. Subrecipient must have policies and procedures guiding the consistent evaluation and provision of transportation services for all clients 3. Subrecipient must have policies and procedures that guide response to emergency requests for transportation (i.e. referrals to "911", prioritization of responses to requests, etc.) 4. Subrecipient must track clients who do not present for pick-up ("no shows") and reassess client needs to identify appropriate supports 	<ol style="list-style-type: none"> 1. Documentation that clients are assessed for most appropriate transportation options 2. Policies and procedures 3. Documentation that clients are reassessed when they do not present for pick-up

Subservices:

- Bus Ticket (full-fare)
- Gas Card
- Taxi/Rideshare

Service Unit Definition:

- Bus Ticket = 1 voucher
- Gas Card = 1 voucher
- Taxi/Rideshare = 1 one-way trip